Sample Job Description from CU Boulder

### Posting Information

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| **Posting Title** | Student of Concern Senior Case Manager |
| **Position Type** | University Staff |
| **Posting date** | 03/27/2013 |
| **Closing date** |  |
| **Full/Part Time** | Full-time |
| **Background Check Required?** | Yes |
| **Job Summary** | The Student of Concern Senior Case Manager position reports to the Associate Vice Chancellor/Dean of Students and is responsible for leading and managing the student of concern assessment processes for the university, including establishing systems and processes that proactively identify and engage in the early intervention and support of students. Leadership includes developing and updating student of concern protocols and operating systems and maintaining records and tracking systems. Using case management methodologies, the Student of Concern Senior Case Manager will manage report intake, conduct case review of students who may pose a threat to others or themselves, monitor and track student behaviors, and consult with the Students of Concern Team when necessary. The Senior Case Manager will evaluate the student of concern assessment process using data collection, tracking, and trend analysis and will make suggestions for growth and improvement. The Senior Case Manager will develop and maintain a records management system to track student issues. They will assist the Associate Vice Chancellor/Dean of Students in developing and managing protocol development, and training processes for the division. The Senior Case Manager will be expected to remain current on best practices and emerging research and strategies supportive of reducing threat to the campus community. |
| **Posting Description** | **Salary and Benefits:** The starting salary for this position is **$61,000** per year and is commensurate with skills and experience.  The University of Colorado offers [excellent benefits](https://www.cu.edu/pbs/benefits), including medical, dental, retirement, paid time off, tuition reimbursement and ECO Pass. The University of Colorado Boulder is one of the largest employers in Boulder County and offers an inspiring higher education environment, learn more about the [University of Colorado Boulder](http://www.colorado.edu/about).  **The University of Colorado is an Equal Opportunity Employer committed to building a diverse workforce. We encourage applications from women, racial and ethnic minorities, persons with disabilities and veterans.** In accordance with the Americans with Disabilities Act, alternative formats of this ad can be provided upon request for individuals with disabilities by contacting human resources at [adacoordinator@colorado.edu](mailto:adacoordinator@colorado.edu) or (303) 492-6475.  **Important Notes:** Resume and other application materials will be reviewed to determine if you meet the required qualifications for the position. If it is determined that you meet the required qualifications, your application materials will be used to identify a top group of the most highly qualified candidates. Please, specifically address the qualifications, competencies and desired qualifications in your resume and application materials. There may be questions at the end of this application related to these qualifications and competencies; your answers to these questions will be verified against your application materials and may be checked with references. False information could lead to your removal from the hiring process.  The University of Colorado Boulder is committed to providing a safe and productive learning, living and working community. To achieve this goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history.  The Immigration Reform and Control Act requires that verification of employment eligibility be documented for all new employees by the end of the third day of work. |
| **Minimum Qualifications** | **Minimum Qualifications:** Master’s degree in higher education, education, social work, psychology, or a related field;  Professional experience working with college students (3+ years) is required;  Experience in crisis response and management and a background in threat assessment;  Proven ability to collaborate with campus resources and stakeholders to address the needs of students of concern |
| **Required Competencies/Knowledge, Skills and abilities** | **Competencies/Knowledge, Skills & abilities:** Advanced interpersonal communication skills to work effectively with a broad range of diverse populations within a complex and multi-layered organization, including effective listening, discernment, empathy and sensitivity skills;  Demonstrated ability to multi-task and work in a high stress work environment, manage complex situations and ensure caseload follow-up is completed in a timely manner.  Knowledge of national principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences;  Political acumen demonstrated by the ability to successfully navigate complex networks of relationships and to work with a high level of multicultural competence and sensitivity to achieve departmental and division-wide goals;  Outstanding communication skills demonstrated by the ability to interact comfortably with a wide range of diverse people, including professional staff, students, faculty, parents, community partners and administration;  Ability to respond to various audiences accurately and calmly and make decisions under pressure and at times without immediate supervision; and ability to maintain confidentiality;  Excellent verbal and written communication skills, effective presentation skills, the ability to respond promptly to campus stakeholders and referrals;  Excellent administrative and organization skills. |
| **Desired Qualifications** | **Preferred Qualifications:** Preferred qualifications may be used to further reduce the pool of applicants to those who are most highly qualified.  Experience in student conduct and/or residence life  Training/certification in any of the following: NaBITA threat assessment tool, WAVR21, SIVRA-35 or experience utilizing risk rubrics to classify threats  Behavioral Intervention Team certification through NaBITA  Knowledge and understanding of student development theory and practice  Experience formalizing protocols and standardizing procedures  Experience in higher education crisis response related to student behavior |
| **Special instructions to applicants** | **Applications submitted by Wednesday April 10, 2013 will receive full consideration.**  To apply, please submit the following materials to this posting at [www.jobsatcu.com](http://www.jobsatcu.com):  1)A cover letter that specifically addresses the job requirements and outlines qualifications 2)A current resume  3)The names, addresses, daytime telephone numbers and e-mail addresses for three professional references  **Please Note:** The final candidate will be required to provide proof of completed academic degree in the form of a transcript or diploma copy if the candidate will be using a completed academic degree to fulfill a minimum requirement for the position.  If you have difficulties submitting application information, please contact the jobsatcu help desk at: 1-855-216-7740 option 5 |
| **Job posting contact** | Regina Tirella |
| **Job posting contact telephone** | 303-591-2004 |
| **Job posting contact email** | [regina.tirella@colorado.edu](mailto:regina.tirella@colorado.edu) |
| **Job Posting Number** | C/U00304 |
| **Quicklink for Posting** | <http://www.jobsatcu.com:80/postings/60060> |

## Supplemental Questions

Required fields are indicated with an asterisk (\*).

1. \* Please share with us where you heard about this job opening:
   * [www.insidehighered.com](http://www.insidehighered.com)
   * [www.higheredjobs.com](http://www.higheredjobs.com)
   * LinkedIn
   * Twitter
   * [www.jobing.com](http://www.jobing.com)
   * [www.indeed.com](http://www.indeed.com)
   * Referred by a University of Colorado employee
   * [www.connectingcolorado.com/](http://www.connectingcolorado.com/)
   * [www.insightintodiversity.com/](http://www.insightintodiversity.com/)
   * [www.imdiversity.com](http://www.imdiversity.com)
   * [www.hireveterans.com](http://www.hireveterans.com)
   * Other
2. \* Do you have a Master's degree in higher education, education, social work, psychology, or a related field?
   * yes
   * no
3. \* Do you have at least 3 years of professional experience working with college students?
   * yes
   * no
4. \* Do you have crisis response management experience and a background in threat assessment?
   * yes
   * no
5. Describe your experience in crisis response management and your threat assessment background.

(Open Ended Question)

1. \* Do you have experience collaborating with campus resources and stakeholders to address students of concern needs?
   * yes
   * no
2. Describe your experience collaborating with campus resources stakeholders to address the needs of students of concern.

(Open Ended Question)

1. \* Do you have experience serving on a university student of concern team?
   * yes
   * no
2. \* Do you have experience working in the field of students of concern/threat assessment on a large university comparable to the University of Colorado Boulder?
   * yes
   * no
3. \* Do you have an understanding of best practices in the field of students of concern/threat assessment?
   * yes
   * no
4. \* Do you have experience in student conduct and/or residence life?
   * yes
   * no
5. \* Do you have training and/or certification in any of the following: NaBITA threat assessment tool, WAVR21, SIVRA-35, or experience utilizing risk rubrics to classify threats?
   * yes
   * no
6. If you answered yes to the training/certification question, please briefly describe what rubrics and tools you have training/certification in.

(Open Ended Question)

1. \* Do you have Behavioral Intervention Team certification through NaBITA?
   * yes
   * no
2. \* Do you have experience in higher education crisis response as it relates to student behavior?
   * yes
   * no

## Optional & Required Documents

**Required Documents**

1. Resume
2. Cover Letter
3. List of References

**Optional Documents**

1. Proof of Degree (copy of diploma or unofficial transcripts)
2. Document 1